

G-04204A-08-0571



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80870

Date: 8/5/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Karen Buss

Account Name: Karen Buss

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

August 3, 2009

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

AUG - 6 2009



RECEIVED
AUG - 6 P 3:17
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

RE: Docket No. G-04204A-08-0571

In reference to the above regarding a permanent base rate increase, I would like to voice my opposition to yet another rate hike.

I moved to Prescott in 2002 as I had planned on retiring or at least semi-retiring upon my arrival. Each year the cost of living continued to rise, it seemed a rate hike was always looming be it APS or UNS Gas. The utility bills are so high now that I have to work full time just to be able to afford the utilities. And even though I work eight hours a day and turn my heat down to 60, my bills are still ridiculously high. Someone is making lots of money, and the residents of this state are being forced to pay for it. If it keeps going, retired people will no longer be able to afford to live here, and with our current economy, is this what you want?

I urge you to vote no. Even though they always say it's just a few dollars a month, it ends up being much more. The senior citizens fixed incomes don't go up that often, just the utility bills. Please consider the many seniors who are already struggling.

Thank you.

Regards,

Karen Buss

ARIZONA CORPORATION COMMISSION
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Prescott, AZ [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 5, 2009 (following letter sent to consumer)

Ms. Karen Buss
[REDACTED]

Prescott, AZ [REDACTED]

RE: UNISOURCE ENERGY SERVICES
DOCKET NO. G-04204A-08-0571

Dear Ms. Buss:

Your letter regarding the Unisource Energy Services ("Unisource") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Unisource application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. G-04204A-08-0571
End of Comments

Date Completed: 8/6/2009

Opinion No. 2009 - 80870

G-04204A-08-0571

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 80847

Date: 8/4/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Ann **Last:** Lourie

Account Name: Ann Lourie

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: E-Mail

Utility Company: Unisource ** Energy Services (UNS)

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. G-04204A-08-0571)

I think the rate increase they are asking for is way too high. A 17.92 percent hike is outrageous. Especially for older seniors who are now retired and living on a fixed income, as I am. If this increase is allowed, there should be in there a clause that would exempt senior citizens.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Replied with the following email:

Dear Ms. Ann Lourie:

Your email dated July 30, 2009 regarding the Unisource ** Energy Services (UNS)- Gas-rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Unisource ** Energy Services (UNS) -Gas-rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at 520-628-6555.

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
(520) 628-6555

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Unisource **
Energy Services (UNS). Docket No.G-04204A-08-0571 FILE CLOSED.

End of Comments

Date Completed: 8/4/2009

Opinion No. 2009 - 80847
